



Department of Human Services
Design Event – Joint Initiative CSA and DMSA
Case Reviews – Intake through Assessment
September 1 through September 3, 2015

EVENT SPONSOR/OWNER

Jason Geyer, Intake Unit Social Work Administrator, CSIU
Tracy White, Social Work Administrator, DMSA

NON NEGOTIABLES

The Team is empowered to determine criteria and processes surrounding joint (Intake and Assessment) case reviews, within the bounds of current DHS Policy and Iowa Administrative Code.

SCOPE

Develop a standardized process/tool to review cases beginning with an initial accepted intake, and including subsequent urgent rejects and additional information, through the end of the CPA assessment.

OBJECTIVES

1. Develop a process that effectively can determine the quality of the intake and the quality of the CPA assessment.
2. Address the intake process to provide the best product to the field.
3. Understand with the Intake Unit reviews in prior assessments.
4. Review documentation needs from SW2s for the Intake Unit and SW3s to help them do their jobs.
5. Understand what the Intake Unit should gather and document for accepted intakes and urgent rejects (wish list)
6. Understand what the field should gather and document (wish list)
7. Identify how the Intake Unit can assist field with consistency of after-hours intakes.
8. Assess reports to determine all allegations were sufficiently addressed.
9. Determine criteria that establishes if the appropriate intake questions were asked and subsequent findings aligned. (Criteria established in the call intake review tool.)
10. Improve the consistency of decision-making overall.
11. Assess the effectiveness of the documentation surrounding questions asked at intake and the reporter's responses. Including questions asked of the reporter, but subsequently they were unable to answer.
12. Case reviews should include a format that provides evidence that the CPA reviewed and read the entire Intake.
13. Case reviews should provide an avenue to collect information relating to additional questions that could have been asked by Intake that may have assisted the CPAs.
14. Case reviews will be able to prove Intake workers and CPA workers are using the history.
15. Reviews will examine the consistency of addressing allegations at intake and assessment.
16. Determine a communication plan stemming from the case reviews that helps showcase what intake can learn from assessment findings.
17. Develop standardized communication regarding case review findings at the SWA, supervisor and worker levels.
18. Determine case selection criteria.



19. Determine which cases will need to include the intake call.
20. Determine selection criteria for reviewers and outline a schedule.
21. Identify targeted systemic recommendations and priorities as a result of the case reviews.

GOALS

1. Begin reviewing files by September 30th.
2. Percent of NCPs interviewed.
3. Cases are factored out appropriately ____% of the time.
4. Workers are seeing children alone ____% of the time.
5. Intake makes the appropriate accept decision ____% of the time.
6. Intake makes the appropriate pathway decision ____% of the time.

PRE-WORK

1. Review pertinent DHS Policy and Iowa Administrative Code related to intake and child protective assessment workers processes.
2. Review any other case review processes that may be utilized for these case reviews, for example, calls at intake. (Kate)
3. Screening tool for pathway assignment (Kate)
4. Comprehensive list of all Intake supervisors and workers and DMSA assessment workers and their supervisors. (Kate and Tracy)
5. Hildreth Criteria (Tracy)
6. Petitory Criteria (Tracy)
7. Subsequent Supreme Court Rulings surrounding proving drug abuse (Tracy)
8. Survey Monkey for the Intake Unit (Michelle/Ann)
9. Survey Monkey for the Field (Michelle/Ann)

PARTICIPANTS

Facilitator	Ann Hogle, DMSA Quality Improvement
Facilitator	Michelle Gonzalez, CSA Quality Improvement
Team Leader	Ty Noard, SW Supervisor, CSA
Team Leader	Trisha Gowin, CPA Supervisor, DMSA (Polk)
Team Members	Jen Carlson, CPA Supervisor, DMSA (Story/Dallas)
	Kate Oberbroeckling, SW4 Intake, CSA
	Donita Faust, SW3, Intake, CSA
	Amy Randall, SW3, Intake, CSA
	Daniel Abrech, SW3, DMSA (Polk)
	Deanna Lensch, SW3, DMSA (Story)
	Melanie Lord, SW2, DMSA (Polk)
	Andi Burr, SW2 DMSA (Polk)
	Halia Brown SW3, DMSA (Polk)
	Ann Schlephorst, SW2 Supervisor (Polk)
	Nicole Laird, Parent Partner

FOLLOW UP DATES

10/8/2015
11/6/2015
12/1/2015
3/3/2016



9/6/2016